

Remarks

The present amendment is in response to the action mailed in the above-referenced case on November 07, 2002. Claims 19-20 are presented for examination. The Examiner rejects claims 19-20 under 35 U.S.C. 103(a) as being unpatentable over Microsoft Corporation, hereinafter Microsoft, in view of Lehmann et al. (US 5,737,727), hereinafter Lehmann.

In response to the Examiner's rejection and comments, applicant herein amends claim 19 to more particularly point out that a plurality of code sets operate in the IPM, each adapted to completion of a specific task in the overall process, and entry of tasks with parameters by a programmer sequentially builds a process comprising multiple tasks to be performed in a requisite order dictated by the prerequisite relationship and when complete, the IPM represents and conducts the process.

Applicant argues that Microsoft only discloses the Gantt chart tool, not the functionality and abilities of an object-oriented programming tool for use by a programmer in constructing an Interactive Process Module (IPM) adapted for use with an operating system (OS) in a multimedia call center (MMCC), as claimed.

Applicant points out that the tasks as described in the Microsoft reference are to be done by resources completely outside of the operating system. In applicant's system, as claimed, tasks are directly conducted by the IPM by utilizing code sets adapted to completion of a specific task.

Applicant's specification recites that, by listing steps of a process in the chart along with parameters, an application module is created which, by execution, performs the process step by step, and tracks completion of individual tasks, as well as providing reminders when and if allotted completion times are pending or exceeded, and so forth. It will be apparent to the skilled artisan that GANTT processes may also be illustrated by flow diagrams (typically PERT charts), and, in a preferred embodiment, the chart depicted in Fig. 14 may be

converted to an editable GANTT flow chart as well. For Example, standard products like MSProject Planner may be used to generate a PERT or GANT chart, and by using certain labels both for steps and resources, the generated file may directly become an IPM Object. Applicant acknowledges the Gantt chart of Microsoft in the specification as seen above, but Microsoft fails to disclose the functionality and use of the Gantt chart as disclosed and claimed in applicant's invention. Applicant points out that an IPM Object and the functional IPM as represented in applicant's invention are not the same, wherein the Object does not contain the functionality as claimed. Applicant argues that Microsoft's GANT chart is used primarily for tracking and cost analysis purposes.

Lehmann teaches a GUI which does not include a plurality of code sets operating in the IPM, each adapted to completion of a specific task in the overall process. Applicant argues that neither reference provided by the Examiner reads on the limitations of applicant's base claim 19, as amended. Therefore, claim 19 is patentable over Microsoft and Lehmann. Claim 20 is patentable on it's own merits, or at least as depended from a patentable claim.

Applicant believes the claims as amended and presented for examination are patentable to applicant over the references cited and applied, and therefore requests reexamination and that the case be passed quickly to issue.

If there are any extensions of time required beyond an extension specifically petitioned and paid with this response, such extensions are hereby requested. If there are any fees due beyond any fees paid by check with this response, authorization is given to deduct such fees from deposit account 50-0534.

Version With Markings to Show Changes Made

In the claims:

19. (Amended) An object-oriented programming tool for use by a programmer in constructing an Interactive Process Module (IPM) adapted for use with an operating system (OS) in a multimedia call center (MMCC), comprising:

a graphical interface comprising an input facility adapted for defining a task, definition including a task identifier, a task description comprising activities performable automatically by the operating system, and prerequisite relationship to any other tasks;

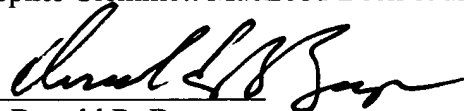
a set of one or more inputs definable by the programmer; and
one or more outputs;

wherein, a plurality of code sets operate in the IPM, each adapted to completion of a specific task in the overall process, and entry of tasks with parameters by a programmer sequentially builds a process comprising multiple tasks to be performed in a requisite order dictated by the prerequisite relationship and when complete, the IPM represents and conducts the process.

Respectfully Submitted,

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by



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